

**AGENDA REGULAR MEETING
PASADENA COMMUNITY ACCESS CORPORATION
Tuesday, August 2, 2016
7:00 p.m. at 150 S. Los Robles, Suite 101**

BOARD OF DIRECTORS

Ann Marie Hickambottom (District 1)
Vacant (District 2)
Robert Oltman (District 3)
Howie Zechner, Vice-Chair (District 4)
Yuny Parada (District 5)
Tim Winter, Treasurer (District 6)
Sally Howell (District 7)
Gail Schaper-Gordon, Chair (Mayor's Representative)
William Boyer, Secretary (City Manager's Office Representative)
Beth Leyden (PUSD Representative)
Alexander Boekelheide (PCC Representative)

STAFF

Chris Miller, Interim Executive Director

MISSION STATEMENT

The Pasadena Community Access Corporation is dedicated to the community access function of the Pasadena Telecommunications system and shall be operated exclusively for charitable, scientific, literary and educational purposes. In fulfilling these purposes, the corporation shall strive to achieve communication, facilitation, and development of media skills toward the ends of self-expression and community cohesion and improvement.

Item on the agenda may not be called in order listed.

Agendas and supporting documents are available on the Internet at
<http://www.pasadenamedia.org>

Materials related to an item on this Agenda submitted to Pasadena Media after distribution of agenda packet are available for public inspection in the Pasadena Media Administrative office at 150 S. Los Robles Avenue, Suite 450, Pasadena, during normal business hours.

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact PCAC at (626) 794-8585. Notification 24 hours prior to the meeting will enable PCAC to make reasonable arrangements to assure accessibility to this meeting.

DISTRIBUTION:

PCAC Board of Directors
City Council
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Neighborhood Connections
Los Angeles Times
Pasadena Star News
Pasadena Journal
Pasadena Weekly
Pasadena Now

**NOTICE OF REGULAR MEETING
PASADENA COMMUNITY ACCESS CORPORATION (PCAC)
BOARD OF DIRECTORS**

NOTICE IS HEREBY GIVEN that a regular meeting of the Pasadena Community Access Corporation (PCAC) Operating Company (dba Pasadena Media) is scheduled for **Tuesday, August 2, 2016**, starting at **7:00 p.m.**, at **Pasadena Community Access Corporation** located at **150 S. Los Robles Ave., Ste. 101, Pasadena, CA 91101**.

AGENDA

PUBLIC MEETING

- INTRODUCTION OF NEW MEMBERS/CALL TO ORDER/ROLL CALL
- APPROVAL OF JULY 5, 2016 BOARD MEETING MINUTES
 - Motion to Approve
- PUBLIC COMMENT ON MATTERS NOT ON THE AGENDA - Please limit comments to three minutes each.
- TREASURER REPORT
- EXECUTIVE DIRECTOR REPORT
- OLD BUSINESS
- NEW BUSINESS
- ANNOUNCEMENTS BY BOARD MEMBERS AND STAFF
- ADJOURNMENT

Gail Schaper-Gordon, Chair, PCAC Board of Directors

I HEREBY CERTIFY that this notice, in its entirety, was posted on both the Council Chambers Bulletin Board, Room 247, and the Information Kiosk (in the rotunda area), at City Hall, 100 N. Garfield Ave., Pasadena, CA, in Pasadena Community Access Corporation Suite 450 and 101, and a copy was distributed to the Central Library for posting on this 29th day of July, 2016.

Quyen Lovrich, Office Manager

PASADENA COMMUNITY ACCESS CORPORATION (PCAC)

MINUTES FOR THE REGULARLY SCHEDULED MEETING OF THE PCAC BOARD OF DIRECTORS FOR JULY 5, 2016

MEETING HELD AT PCAC, 150 S. LOS ROBLES AVE., SUITE 101, PASADENA, CALIFORNIA, 91101

REGULAR MEETING

1. CALL TO ORDER

Board Chair Gail Schaper-Gordon called meeting to order at 7:06 p.m.

Board Members & Staff Present, Absent or Late:

Ann Marie Hickambottom, District 1, absent
District 2, vacant
Robert Oltman, District 3, present
Howie Zechner, District 4, present
Yuny Parada, District 5, late, (7:15 p.m.)
Tim Winter, District 6, present
Sally Howell, District 7, present
Gail Schaper-Gordon, Chair, Mayor's Representative, present
Beth Leyden, PUSD Representative, present
Alexander Boekelheide, PCC Representative, absent
William Boyer, Secretary, City/City Manager Representative, present
Chris Miller, Interim ED, present
Javan Rad, Chief Assistant City Attorney, present

2. APPROVAL OF BOARD MINUTES FROM MAY 2016 BOARD MEETING

Moved by Leyden, Second by Oltman. Approved by unanimous vote, with following corrections: 1. Change Ms. Leyden "absent" to "late" and on Page 2, correct spelling of Ms. Parada's last name.

No public comment.

3. PUBLIC COMMENT

Macheo Shabaka requested on behalf of others who produce content for the Arroyo Channel that PCAC Board meetings be videotaped.

4. TREASURER'S REPORT

Treasurer Winter provided financial info as presented in Board packet. Informational item only, no action taken. Budget numbers positive, no significant issues. Winter anticipates organization should be able to close out books on FY 16 by end of July.

No public comment.

5. EXECUTIVE DIRECTOR'S REPORT

As presented to Board per agenda packet by IED Miller. Informational item only, no action taken. Miller highlighted work by Pasadena Media during summer production hiatus and summer internship "Kids Camp."

No public comment.

6. OLD BUSINESS

None

7. NEW BUSINESS

- Authorize Interim Executive Director to Implement Recommendations from the Board Ad Hoc Committee on Employee Benefits & Health Insurance

Presented by Treasurer Winter. Committee recommendation for Board to authorize Interim ED to contract with Leavitt Group to provide eligible PCAC employees with healthcare planes including a) United HealthCare (CalChoice) "gold plan" medical insurance b) Western Dental and c) EyeMed, for total annual cost for healthcare insurance of approximately \$75,000.

Winter moved Board approve recommendations; Oltman second. Unanimous approval.

No public comment.

- FY 17 Board Officer Elections

By unanimous approval, with individual nominations and votes, the following officers were elected for FY 17, including: Gail Schaper-Gordon, Board Chair & President; Howie Zechner, Vice Chair & Vice President; Tim Winter, Treasurer, and William Boyer, Secretary.

No public comment

8. ANNOUNCEMENTS BY BOARD MEMBERS AND STAFF

Misc. announcements; informational items only. No action taken.

Oltman announced Jay Belloli will be new Interim Director for the Pasadena Museum of California Art.

Boyer announced PCAC and City recognized for its KPAS video programming with two First Place and two Second Place awards at recent SCAN NATOA (National Association of Telecommunications Officers and Advisors, States of California and Nevada Regions) conference. First Place awards for Best Public Service Announcement, Emergency Preparedness for Animals and Best Performing Arts Coverage, Make Music Pasadena and Second Place awards for Overall Excellence in Programming and Community Event Coverage, Pasadena Chalk Festival. News release forthcoming.

Leyden provided additional updates on PUSD's new TV production studio for students at John Muir High School.

Winter provided news on passing of Jack C. Taylor, founder of Enterprise Rent-a-Car and long-time benefactor to the Parents Television Council.

Boekelheide provided update on Pasadena City College's new website updates and plans to increase content for PCC-TV channel.

No public comment.

9. ADJOURMENT

Moved by Oltman, Second by Boekelheide, meeting adjourned at 8:06 p.m.

FUTURE MEETING DATES

- August 2, 2016, 7 p.m., PCAC, 150 S. Los Robles, Suite 101
- September 6, 2016

Pasadena Community Access Corporation
STATEMENT OF FINANCIAL POSITION
As of July 31, 2016

	TOTAL	
	AS OF JUL 31, 2016	AS OF JUN 30, 2016 (PP)
ASSETS		
Current Assets		
Bank Accounts		
A103 Petty Cash	200	200
A104 Bank of America Checking (1018)	185,820	24,311
A107 Bank of America Capital - Restricted (9451)	323,431	323,431
A108 A108 Bank of America Savings (0990)	100,094	100,089
A110 Paypal	135	453
A120 Pex Debit Card	3,273	3,544
Total Bank Accounts	\$612,953	\$452,027
Accounts Receivable		
A200 Accounts Receivable	2,601	1,241
Total Accounts Receivable	\$2,601	\$1,241
Other current assets		
A290 Prepaid Expenses	33,093	33,093
A300 Prepaid Insurance	2,035	2,035
A350 Security Deposit	1,000	1,000
A370 Undeposited Funds	1,950	738
Total Other current assets	\$38,078	\$36,865
Total Current Assets	\$653,632	\$490,134
Fixed Assets		
A132 Production Equipment	264,509	264,509
A136 Accumulated Depreciation	-84,970	-84,970
Total Fixed Assets	\$179,539	\$179,539
TOTAL ASSETS	\$833,171	\$669,673
LIABILITIES AND EQUITY		
Liabilities		
Current Liabilities		
Accounts Payable		
L100 Accounts Payable	3,646	0
Total Accounts Payable	\$3,646	\$0
Other Current Liabilities		
L140 Direct Deposit Payable	0	-14,868
L210 Payroll Liabilities	28,204	23,698
L211 Other Payroll Liabilities	375	125
L212 Accrued Vacation	15,375	15,375
L212.1 Accrued Salaries & Wages	4,678	4,678
L220 Deferred Income	301,038	301,038
Total Other Current Liabilities	\$349,670	\$330,046
Total Current Liabilities	\$353,316	\$330,046
Total Liabilities	\$353,316	\$330,046
Equity		
Q300 Opening Bal Equity	-36,271	-36,271
Q310 Retained Earnings	375,898	375,898
Net Income	140,228	
Total Equity	\$479,855	\$339,627
TOTAL LIABILITIES AND EQUITY	\$833,171	\$669,673

Pasadena Community Access Corporation

Pro Forma P&L

2017 YTD Actual vs 2017 Budget

	Fiscal Year 2017		2017 Actual vs. Full Year Budget		YTD Budget	2017 YTD Actual vs. 1 mo. Budget	
	YTD Actual	2017 Budget	\$	%		\$	%
Income							
City of Pasadena	252,000.00	1,008,000.00	(756,000.00)	-75.0%	84,000.00	168,000.00	200.0%
Contributions & Grants	0.00	2,500.00	(2,500.00)	-100.0%	208.33	(208.33)	-100.0%
Production Services	2,360.00	41,300.00	(38,940.00)	-94.3%	3,441.67	(1,081.67)	-31.4%
Program Services	537.50	10,000.00	(9,462.50)	-94.6%	833.33	295.83	35.5%
Other Revenue	(88.77)	1,100.00	(1,188.77)	-108.1%	91.67	180.44	196.8%
Total Income	254,808.73	1,062,900.00	(808,091.27)	-76.0%	88,575.00	166,233.73	187.7%
Expenses							
Payroll Expenses	67,831.50	554,843.00	487,011.50	87.8%	46,236.92	(21,594.58)	-46.7%
Payroll Taxes	5,296.09	53,820.00	48,523.91	90.2%	4,485.00	(811.09)	-18.1%
Employee Benefits	8,150.26	101,657.00	93,506.74	92.0%	8,471.42	321.16	3.8%
Occupancy Expenses	22,422.86	240,349.00	217,926.14	90.7%	20,029.08	(2,393.78)	-12.0%
Accounting & Audit	489.95	12,250.00	11,760.05	96.0%	1,020.83	530.88	52.0%
Advertising & Marketing	16.46	4,000.00	3,983.54	99.6%	333.33	316.87	95.1%
Automobile Expense	0.00	1,500.00	1,500.00	100.0%	125.00	125.00	100.0%
Bank & Payroll Processing Fees	23.23	1,500.00	1,476.77	98.5%	125.00	101.77	81.4%
Board Materials & Expenses	53.74	500.00	446.26	89.3%	41.67	(12.07)	-29.0%
Cable Drop Fees	331.17	5,000.00	4,668.83	93.4%	416.67	85.50	20.5%
Contract Labor	120.00	5,000.00	4,880.00	97.6%	416.67	296.67	71.2%
Dues and Subscriptions	106.00	2,000.00	1,894.00	94.7%	166.67	60.67	36.4%
Legal & Professional Fees	7,000.00	38,000.00	31,000.00	81.6%	3,166.67	(3,833.33)	-121.1%
Licenses, Permits & Other Fees	0.00	4,100.00	4,100.00	100.0%	341.67	341.67	100.0%
Meals & Entertainment	41.18	1,500.00	1,458.82	97.3%	125.00	83.82	67.1%
Office Expense	209.66	13,500.00	13,290.34	98.4%	1,125.00	915.34	81.4%
Production Expense	576.07	13,000.00	12,423.93	95.6%	1,083.33	507.26	46.8%
Professional Development	734.99	3,000.00	2,265.01	75.5%	250.00	(484.99)	-194.0%
Travel & Lodging	1,177.62	4,300.00	3,122.38	72.6%	358.33	(819.29)	-228.6%
Total Expenses	114,580.78	1,059,819.00	945,238.22	89.2%	88,318.25	(26,262.53)	-29.7%
Net Operating Income	140,227.95	3,081.00	137,146.95	4451.4%	256.75	139,971.20	54516.5%
PEG Capital Income Recognized	0.00	200,000.00	(200,000.00)	-100.0%	16,666.67	(16,666.67)	-100.0%
PEG Capital Equipment Expense	0.00	200,000.00	(200,000.00)	-100.0%	16,666.67	16,666.67	100.0%

DIRECTOR'S REPORT

- Respectfully submitted by Chris Miller, Interim Executive Director

Pasadena Community Access Corporation Board of Directors Meeting Tuesday, August 2, 2016 – 7:00pm

KEY ACHIEVEMENTS:

Board

- Channel Managers Meeting with Alex Boekelheide, William Boyer & Beth Leyden
- Meeting with Bob Oltman, Howie Zechner & Yuny Parada re: Facilities

Facility

- Meeting with Brad Rumler of Brainstorm and Merrel Davis of KeyCode re: New Media Studio Issues
- Attended Shared Storage Solution Demo by Quantum

Financial

- FY16 Closeout
- Yearly Audit Initiated

Partnerships/Networking

- City DoIT Council Chamber Upgrade Project Consulting
- Meeting with Mayor / City Council Field Representatives, Asst. City Manager Julie Gutierrez and City Clerk Mark Jomsky re: KPAS productions

Personnel

- Meetings with Employee Benefits Consultant
- Open Enrollment Period for Health Insurance
- Per Approved FY17 Budget, Eliminated Two Classifications Resulting in Termination of Three Employees

Producer/Member Relations

- Email Newsletters Including New Videos
- New Production Season

Productions

- Americafest
- “The Future” Art Show Opening

Attached: Operations Report, Production Services Report, Member Services Report, Cable Complaints

Operations Report

Prepared by Chris Miller – July 2016

Notable Operations Projects and Their Statuses Conducted During July

- City Council Chamber Meeting Management Upgrade: Following Up
- Studio B Project: Equipment Issues Causing Delay
- New Production Season: Successfully Underway

1. City Council Chamber Meeting Management Upgrade: Following Up - DoIT has yet to accept the project from the vendor, which continues to encounter minor issues since the vendor completed work in the chamber.

2. Studio B Project: Equipment Issues Causing Delay - We are working with the installer on an instability issue and the manufacturer on a keying issue. Equipment is en route to serve as a test for a permanent fix. Training for the public will be scheduled as soon as these two issues are resolved. I am scheduled to participate in Brainstorm's demo at the Alliance for Community Media conference in Boston, so the vendors know how important it is to rectify these issues as soon as possible.

3. New Production Season: Successfully Underway - Members have returned to production for the new season. We've had fewer issues with the start of this season and scheduled more productions than any since we began production in this studio.

Pasadena Media Production Report July 2016

Studio Productions:

7/5: "Crossing Bridges"- Nat Nehdar	7/7: "Smile & Spread a Little Joy"- Debra Johnson (Pre-Pro)
7/8: "Smile & Spread a Little Joy"- Debra Johnson	7/9: "World of Wisdom"- Malika Hendry
7/9: "Focus News Beat"-Tyrone Capers	7/13: "Is It Reasonable"-Walter Brown
7/15: "The People's View"- Macheo Shabaka (Pre-Pro)	7/15: "Skee Love's House of Hip Hop"-Lonnie Lee (Pre-Pro)
7/16: "Eddie's Gospel Hour"-Eddie Fulton	7/16: "Skee Love's House of Hip Hop"-Lonnie Lee
7/19: "The People's View"- Macheo Shabaka	7/21: "Abundant Harvest."-Anthony McFarland
7/21: "Thursday Night Live"- M.C. Franklin	7/22: "Nuclear Popcorn"-Maurice Smith
7/22: "Quality Sketch"-Jarred Hodgdon	7/23: "Yeshua Ministries"-Denise Maiden
7/23: "The Nowman Show"-Dan Niswander	7/26: "Color of Success"-Ontrescia Averette
7/26: "The Conner Bubble"-Joe Conner	7/27: "Tongues of Fire"-Rob Reyes
7/28: "The People's View"-Macheo Shabaka (Pre-Pro)	7/28: "Sounds Within"-L.V. Smith
7/29: "Color of Success"-Ontrescia Averette	7/30: "Cuttin' Up in the Kitchen"- Barbara Shay
7/30: "Anybody Can Play Guitar"-James Jones Jr.	

Total Number of Studio Productions/Pre-production Meetings: 25

KPAS/City/Outside Productions:

7/4: Americafest 2016	7/5: Concerts in the Park (Audio)
7/11: Pasadena City Council Meeting	7/12: Concerts in the Park (Audio)
7/13: Planning Commission (Audio)	7/13: Hilton Meeting Video Coverage (Paid Services)
7/16: The Future Art Show Opening Reception	7/18: Pasadena City Council Meeting
7/19: Concerts in the Park (Audio)	7/19: Altadena Town Council Meeting
7/20: FPRS Meeting (Audio)	7/20: Board of Zoning Appeals Meeting (Audio)
7/26: Concerts in the Park (Audio)	7/26: Design Commission Meeting (Audio)
7/27: Cultural Affairs Art Event (Audio)	7/27: Planning Commission Meeting (Audio)

Total Number of KPAS/City/Outside Productions: 16

Member Services Report for the month of July 2016

New Producers	Returning Producers	New Series	Local Episodes	New Local Bicycled Episodes	New Regional (LA County) Episodes
1	5	1	28	33	6

Media Training Courses:

Orientation	10	Studio Camera	2	TD & Media Mgmt.	2	Teleprompter	8	Editing Session A	2
Producing Training	3	Floor Manager	2	Lighting	4	Character Generation	2	Editing Session B	2
Development Training	2	Director	2	Audio	6	Field Production	2	Green Screen	1

Trained Pasadena Media Listed Volunteers: 93

Pasadena Media Website Analytics

Total Visitors	Device Usage	Peak Visitors: July 12th
1301	Computer 90% / Mobile & Tablet 10%	94

Pasadena Media Social Network members: 221 members

Social Media Marketing:



1415 Followers



809 Likes



614 Followers

On Tue, Jul 19, 2016 at 11:36 AM, Cuellar, Sandra M <Sandra.Cuellar@charter.com> wrote:

Chris,

With regard to Mr. Vargas' complaint. Our customer escalation team did reach out to him on June 30th and he did reiterate his complaint with the new rates but indicated he did not want to disconnect his service. The complaint was closed on July 1, 2016. Please let me know if you need additional information?

Thank you,
Sandra

----- Forwarded message -----

From: **Chris Miller** <chris@pasadenamedia.org>
Date: Wed, Jun 29, 2016 at 2:41 PM
Subject: Fwd: Webs: Form Response [Charter: Vargas 20160629]
To: chartercomplaints@chartercom.com
Cc: Quyen Lovrich <quyen@pasadenamedia.org>

One of our staff received this complaint via a Pasadena City Councilmember representative.

Chris Miller
Interim Executive Director / COO
Pasadena Media
150 S. Los Robles Suite 101
Pasadena, CA 91101
[626-794-8585 x 105](tel:626-794-8585)

----- Forwarded message -----

Date: Wed, Jun 29, 2016 at 1:59 PM

Form Response Notification

The following form has been submitted from your website <http://www.pasadenamedia.tv/>:

Full Name : Armand Vargas
Phone : [626-351-6174](tel:626-351-6174)
Email : nsullivan@cityofpasadena.net
Location where the problem occurred. : Home
Choose your Cable Provider : Charter
Address : 1115 Daveric, Pasadena, CA
Type of Issue : Customer Service
Description of Complaint : Customer wants to cancel Charter and sign up for Time Warner but says that Charter won't let him cancel service.
Resolution Requested : This complaint was received from Noreen Sullivan from Councilmember Gene Masuda's office. If Charter can reach out to customer regarding cancelling his account.

On Tue, Jul 19, 2016 at 11:30 AM, Cuellar, Sandra M <Sandra.Cuellar@charter.com> wrote:
Chris,

This item was closed on July 14, 2016. After reviewing the date Mr. Lamar called in for support and the date of the movies that were ordered our team concluded that they did not occur at the same time and therefore credit was not issued. Several attempts have been made to reach the customer and explain the findings but the customer care team has been unable to reach him. Please feel free to forward to the escalation team if you hear from Mr. Lamar again. Detailed notes have been archived on his issue and they will be able to pick up where they left off.

Thank you,
Sandra



Sandra Magaña Cuellar | Director of Government Affairs - Inland Empire | [951.453.8064](tel:951.453.8064)
7337 Central Ave. | Riverside, CA 92504

----- Forwarded message -----

From: **Chris Miller** <chris@pasadenamedia.org>
Date: Fri, Jul 8, 2016 at 6:34 PM
Subject: Complaint - Rufus Lamar
To: "chartercomplaints@chartercom.com" <chartercomplaints@chartercom.com>

We received this complaint via USPS yesterday.

Chris Miller
Interim Executive Director / COO
Pasadena Media
150 S. Los Robles Suite 101
Pasadena, CA 91101
[626-794-8585](tel:626-794-8585) x 105



Lamar Enterprises

Business and Real Estate Consultant



Mr. Rufus L. Lamar
1040 N Marengo Ave
Pasadena, CA 91103-2601

RUFUS (RUDY) L. LAMAR, MBA
President

664-4424
TELEPHONE: (626) 584-4444

To: Manager of Complaint Section
Charter Communications
RE: "Register a Complaint"

Pursuant to the "Complaint Procedure" notation on my billing statement (6-24-16) regarding my disagreement with charges. I am herein filing a complaint against Charter Communications serving the Pasadena, California area requesting a credit to my account of \$297.00 - \$300.00.

Following are the facts (including contemporary notes of phone conversation with employees of Charter Communications) of the complaint and a copy of my billing statement dated 6-24-16 (all marks & notes on statement are in my own hand). On several dates from the month of May thru June 2016, I called and spoke to Technical Representatives of Charter Communication in relation to not being able to receive ordered movies on "Charter on Demand" HBO, Adult, Showtime, etc. I was instructed by the Technical Representatives to go through the Protocol of either unplugging my cable box for 5 minutes and/or letting them send a stronger signal to the cable box to correct the problems of the movies not playing. Because the movies would not play after going through the following procedures, i.e. on the remote pressing enter, select, picking a movie, pressing (sel) buy, Confirm purchase (sel), Accept; no picture would play. I was assured by the Technical Representatives that I would not be charged for going through the protocol which



Lamar Enterprises

Business and Real Estate Consultant



Mr. Rufus L. Lamar
1040 N Marengo Ave
Pasadena, CA 91103-2601

RUFUS (RUDY) L. LAMAR, MBA
President

664-4424
TELEPHONE: (626) 684-4111

Subject: Register a complaint/Rufus L. Lamar (8152)

Included - Confirm purchases (sat), Accept and no picture playing on my TV screen. I was told many times that was how they could tell whether or not the stronger signal and/or unplugging converter box for 5 minutes had corrected the problems.

I was very shocked & disturb when my billing statement (see copy enclosed) showed charges that by date & time correlated to my speaking with Charter's Technicians and/or my trying to correct problems on my own by turning cable box off for 5 minutes then back on without the movies playing after going through the protocol/instructions from the Charter Technical Representatives.

I feel totally ripped off by the Charter Communications billing dated 6-24-16 and runaround by its employees; therefore I request a deduction from my account of the charges in questions (\$297.00 - \$300.00).

I look forward to a response from you within 15 days of your receipt of this complaint.

Sincerely,
Rufus L. Lamar, MBA

cc: Franchise Administrator
City of Pasadena, California 91102

1-888-438-2427 & Wisconsin
Samantha ~~at~~ 6:30-16
Billing statement 6:08 PM
Security served } Credit \$5.00 plus
- Registered this as a complaint
6:22 PM 6:30-16
Put on hold at
6:22 PM 6:11 6:26 stated she spoke
- Supervisor Runaround to a Supervisor
Transfer

Stated that they could not verify
who ordered the movies -
therefore only the \$5.00 the credit could
be given -